#### AGENCY PLAN MISSION, GOALS AND BUDGET SUMMARY

#### AGENCY MISSION:

The mission of the Senior Citizens Department is to serve as an advocate through planning and research while monitoring and coordinating departments to provide direct and indirect service to our seniors. This will help ensure that the senior citizens population of our community is better able to attain and/or maintain lifelong dignity and independence.

#### AGENCY GOALS:

- 1. Advocate federal, state and local policies and partnerships that will maximize the health, safety and welfare of Detroit's elderly citizens and consumers.
- 2. Conduct community outreach activities to effectively ascertain unmet needs and to inform about programs, policies and legislation affecting existing and future entitlements, benefits and services for the elderly.
- 3. Provide accurate, user friendly, efficient information and referral services for Seniors and consumers.
- 4. Coordinate the development, implementation and evaluation of inter-departmental strategies to improve City services and housing for the elderly.
- 5. Maximize Department resources for focused delivery of high quality, effective and cost efficient services.

#### AGENCY FINANCIAL SUMMARY:

2003-04		2002-03	2003-04	Increase
Requested		Budget	Recommended	(Decrease)
\$ 1,841,586	City Appropriations	\$ 1,142,300	\$ 1,500,475	\$ 358,175
1,038,273	Grant Appropriations	1,028,273	1,038,273	10,000
\$ 2,879,859	<b>Total Appropriations</b>	\$ 2,170,573	\$ 2,538,748	\$ 368,175
\$ 200,000	City Revenues	\$ -	\$ 200,000	\$ 200,000
\$ 1,038,273	Grant Revenues	1,028,273	1,038,273	10,000
\$ 1,238,273	Total Revenues	\$ 1,028,273	\$ 1,238,273	\$ 210,000
\$ 1,641,586	NET TAX COST:	\$ 1,142,300	\$ 1,300,475	\$ 158,175

#### **AGENCY EMPLOYEE STATISTICS:**

2003-04		2002-03	4-01-03	2003-04	Increase
Requested		Budget	Actual	Recommended	(Decrease)
12	City Positions	7	7	10	3
4	<b>Grant Positions</b>	4	3	4	Q
16	Total Positions	11	10	14	3

#### **ACTIVITIES IN THIS AGENCY:**

	2002-03	2003-04	Increase	
	Budget	Recommended	(Decrease)	
Senior Citizens Advocacy	\$ 1,142,300	\$ 1,290,599	\$ 148,299	
Information and Assistance	160,000	170,000	10,000	
Senior Aides	868,273	868,273	-	
Consumers Advocacy	\$ -	\$ 209,876	\$ 209,876	
	\$ 2,170,573	\$ 2,538,748	\$ 368,175	

#### SENIOR CITIZENS ACTIVITY INFORMATION

#### ACTIVITY DESCRIPTION: SENIOR CITIZENS ADVOCACY

**The Mayor's Senior Citizens Commission** - serves as advisory council to the Department by Ordinance; advises the Department and the Mayor on senior citizens' issues, problems and concerns; in concert with the Director; recommends actions and strategies to address the needs of the senior residents; and develops and submits Annual Report for the Mayor.

**Planning/Research** - provides technical assistance by performing, researching and planning activities as it relates to services and resources for seniors; develops reports on housing, health services, transportation, long and short term care, assessment reports of services, and other concerns which may have an impact upon city senior residents.

**Education/Advocacy** - addresses the needs and concerns of the elderly on behalf of the senior citizens and with the support of the Commission.

Administration - manages Department functions through staff and systems development, reporting and interdepartmental coordination.

#### GOALS:

- 1. Advocate federal, state and local policies and partnerships that will maximize the health, safety and welfare of Detroit's elderly citizens.
  - Develop an annual issues/needs assessment agenda and prepare and disseminate position paper(s) on identified, priority advocacy topic(s).
  - Establish and sustain working advocacy relationship between the Detroit Senior Citizens Commission, the State Commission on Aging and the Detroit Area Agency on Aging.
  - Prepare and disseminate an Annual Report on the state of the City's elderly population.
  - Sustain and expand inter-agency partnerships, advocacy response teams, to expedite problem resolution for health/safety emergencies affecting senior citizens.
  - Organize and expand participation in an information sharing and advocacy network, promoting collaboration and united action among aging coalitions and member agencies.
- 2. Conduct community outreach activities to effectively ascertain unmet needs and to inform about programs, policies and legislation affecting existing and future entitlements, benefits and services for the elderly.
  - Organize, convene, sponsor/co-sponsor public forums to inform and educate seniors, caregivers and general public and elicit feedback on unmet needs.
  - Provide and coordinate a speakers bureau; recruit expert volunteers to expand community outreach capabilities.
  - Develop and initiate means of mass communication, special events, including press releases, brochures, directories, cable television public access channel and monthly newsletter on aging issues, concerns, services.
- 3. Maximize Department resources for focused delivery of high quality, effective and cost efficient services.
  - Improve timeliness of internal City report submissions.
  - Increase productivity, efficiency, information and referral and research capabilities by upgrading Department with appropriate computer system, and training staff in effective usage of system.
  - Reduce overtime costs by increasing the use of volunteers and students for special events, mailings or other appropriate tasks.
  - Decrease conference sponsorship costs by aggressively seeking co-sponsors and/or by charging affordable registration fees.
  - Provide "7 Habits of Highly Effective People" training to staff.
  - In conjunction with Mayor's Senior Citizens Commission initiate standing City interdepartmental liaison committees to better coordinate services, information/research and to eliminate duplication.

#### MAJOR INITIATIVES:

To increase community awareness and recognition of senior citizens, the Department will continue to sponsor and assist in the planning of many activities: Centenarian Luncheon, Mayor's Picnic/Senior Power Day, Mayor's Senior Appreciation Day, Community Outreach Service Team (COST) Meetings and Mayor's Holiday Gala.

#### PLANNING FOR THE FUTURE:

The Department will increase efforts in areas affecting the elderly special needs population: interdepartmental and interagency liaison participation to increase service coordination; collaborative resource development; consolidated research efforts for needs assessments and project evaluations; and technical assistance for providers and network coalitions.

The Senior Citizens Department has launched its "Let the Light of Wisdom Shine" campaign. The campaign will focus on awareness of local, state and federal issues and seniors' on going involvement in those issues. The Safe Streets Initiative stays the same, the Senior Citizens Department through its "Let the Light of Wisdom Shine" campaign will continue contacting seniors throughout the city and encourage them to get involved. Their participation reaches its peak between the hours of 7a.m. to 9am. and 2p.m. to 4p.m. by looking out windows watching the streets, turning on porch lights in the pre-dawn morning and volunteering for patrol.

#### SENIOR CITIZENS ADVOCACY MEASURES AND TARGETS

Goals:	2000-01	2001-02	2002-03	2003-04
Measures	Actual	Actual	Projection	Target
Advocate Federal, State and local policies and partnerships that will maximize the				
health, safety and welfare of Detroit's elderly:				
Senior Commission meetings	12	8	12	12
Senior Aides Employment Project:				
Subsidized job slots filled	120	120	120	120
Unsubsidized job placements	36	30	36	36
Conduct community outreach activities to ascertain unmet needs and inform about				
things affecting elderly:				
Intake/application screening for services	900	900	1,200	1,200
Brochures/flyers distributed	10,000	10,000	7,500	7,500
Special event planning meetings	24	30	36	36
Special events sponsored	3	4	5	5
Special events attendance	2,500	4,500	5,000	5,000
Media (radio/TV) information presentations	5	5	6	6
Speaking engagements	70	75	75	75
Community group forums	24	25	25	25
Group forum attendance	850	1,200	1,500	1,500
Maximize Department resources for focused delivery of high quality, effective				
and cost efficient services:				
Interdepartmental coordination meetings	45	45	45	45
Conference/special project contributions from outside sources	3,000	3,000	200,000	200,000
Staff training hours	800	950	1,100	1,200
Activity Costs	\$898,709	\$891,185	\$1,142,300	\$1,290,599

# **Senior Citizens Department**

Senior Citizens Advocacy				2003-04 pt Final equest	2003-04 Mayor's Budget Rec	
Senior Citizens Advocacy	FTE	<b>AMOUNT</b>	FTE	AMOUNT	FTE	<b>AMOUNT</b>
APPROPRIATION ORGANIZATION						
00145 - Senior Citizens Advocacy						
400010 - Senior Citizens Advocacy	7	\$987,212	9	\$1,029,989	7	\$885,511
400015 - Grant Contributions-Cash	0	\$155,088	0	\$155,088	0	\$155,088
APPROPRIATION TOTAL	7	\$1,142,300	9	\$1,185,077	7	\$1,040,599
11056 - Senior Housing Preservation						
400400 - Senior Housing Preservation	0	\$0	0	\$100,000	0	\$50,000
APPROPRIATION TOTAL	0	\$0	0	\$100,000	0	\$50,000
11100 - Special Events						
400300 - Special Events	0	\$0	0	\$200,000	0	\$200,000
APPROPRIATION TOTAL	0	\$0	0	\$200,000	0	\$200,000
ACTIVITY TOTAL	7	\$1,142,300	9	\$1,485,077	7	\$1,290,599

	2002-03 Redbook	2003-04 Dept Final Request	2003-04 Mayor's Budget Rec	
AC0540 - Senior Citizens Advocacy				
A40000 - Senior Citizens Department				
SALWAGESL - Salary & Wages	357,688	431,264	342,352	
EMPBENESL - Employee Benefi	173,702	240,703	198,887	
PROFSVCSL - Professional/Cont	20,000	22,000	61,000	
OPERSUPSL - Operating Supplic	8,950	9,150	8,950	
OPERSVCSL - Operating Service	168,376	168,376	168,376	
OTHEXPSSL - Other Expenses	413,584	613,584	511,034	
A40000 - Senior Citizens Department	1,142,300	1,485,077	1,290,599	
AC0540 - Senior Citizens Advocacy	1,142,300	1,485,077	1,290,599	
Grand Total	1,142,300	1,485,077	1,290,599	

#### INFORMATION AND ASSISTANCE ACTIVITY INFORMATION

#### ACTIVITY DESCRIPTION: INFORMATION AND ASSISTANCE

The Information and Assistance project provides telephone and walk-in information about senior oriented services and assistance; provides appropriate referral assistance as deemed necessary to ensure that services are accessible. These information and assistance services are provided to seniors, family members and concerned persons throughout the City of Detroit.

#### GOALS:

- 1. Provide accurate, user-friendly, efficient information and assistance services.
- 2. Maintain accurate, up-to-date service and provider directory to be reflective of geographical locations, scope of services, available transportation, business hours and costs/fees.
- 3. Reduce the number of client "call backs" resulting from inaccurate needs assessment information or referrals.
- 4. Increase customer usage of services and publicize availability of services.
- 5. Initiate follow-up call service to increase customer satisfaction and assess unmet needs (referrals only).
- 6. Periodically train staff to update, maintain and increase knowledge of resources and customer friendly needs assessment skills.
- 7. Provide immediate response to emergency calls and resolve/alleviate 50% of problems within 24 hours.

#### INFORMATION AND ASSISTANCE MEASURES AND TARGETS

Goals:	2000-01	2001-02	2002-03	2003-04
Measures	Actual	Actual	Projection	Target
Provide accurate, user-friendly, efficient information and assistance services:				
New Clients	9,050	9,350	10,000	10,000
Client Contacts	11,850	11,975	12,500	12,500
% of Client Contacts evaluated as satisfied customers	90%	90%	90%	90%
Information & Assistance Service literature distributed	7,500	9,000	7,500	10,000
Number of Units of Service	5,300	5,400	5,400	5,400
Activity Costs	\$159,401	\$169,176	\$160,000	\$170,000

# **Senior Citizens Department**

Information & Assistance 10/02-03		:002-03 edbook			2003-04 Mayor's Budget Rec	
Information & Assistance 2002/03	FTE	AMOUNT	FTE	AMOUNT	FTE	<b>AMOUNT</b>
APPROPRIATION ORGANIZATION		_		_		
10805 - Information & Assistance 2002/03						
400277 - Information & Assistance 10/02-03	2	\$160,000	0	\$0	0	\$0
APPROPRIATION TOTAL	2	\$160,000	0	\$0	0	\$0
11054 - Information & Assistance 2003/04						
400278 - Information and Assistance 10/03-9/	0	\$0	2	\$170,000	2	\$170,000
APPROPRIATION TOTAL	0	\$0	2	\$170,000	2	\$170,000
ACTIVITY TOTAL	2	\$160,000	2	\$170,000	2	\$170,000

	2002-03 Redbook	2003-04 Dept Final Request	2003-04 Mayor's Budget Rec	
AC1040 - Information & Assistance				
A40000 - Senior Citizens Department				
SALWAGESL - Salary & Wages	93,156	77,015	93,555	
EMPBENESL - Employee Benefi	46,367	48,835	54,143	
PROFSVCSL - Professional/Cont	45,000	40,000	40,000	
OPERSUPSL - Operating Supplie	500	500	500	
OPERSVCSL - Operating Service	6,000	500	500	
OTHEXPSSL - Other Expenses	(31,023)	3,150	(18,698)	
A40000 - Senior Citizens Department	160,000	170,000	170,000	
AC1040 - Information & Assistance	160,000	170,000	170,000	
Grand Total	160,000	170,000	170,000	

#### SENIOR AIDES PROGRAM ACTIVITY INFORMATION

### ACTIVITY DESCRIPTION: SENIOR AIDES PROGRAM

This activity includes employment and training for economically disadvantaged senior citizens, funded under Title V of the Older Americans Act of 1965 through the National Senior Citizens Education and Research Center.

#### GOALS:

Create through education and training, a workforce educated and trained to the specifications of business and industry for Detroit's current and future employer needs and to improve the ability of economically disadvantaged senior citizens to cope efficiently with situations in their external environment by providing employment, training and counseling.

#### SENIOR AIDES MEASURES AND TARGETS

Goals:	2000-01	2001-02	2002-03	2003-04
Measures	Actual	Actual	Projection	Target
Create, through education and training, a workforce educated and trained to the specifications of business and industry for Detroit's current and future employment needs				
Number of older workers enrolled in classroom training	25	30	30	30
Number of older workers receiving supportive services Percentage of older workers entering employment	50 30%	50 25%	50 25%	50 25%
Senior Aides enrollments	120	120	120	120
Activity Costs	\$800,077	\$864,063	\$868,273	\$868,273

# **Senior Citizens Department**

Senior Aides Administration 06/03		2002-03 Redbook		2003-04 Dept Final Request		2003-04 Mayor's Budget Rec	
Senior Aides Program 2002/03	FTE	AMOUNT	FTE	AMOUNT	FTE	AMOUNT	
APPROPRIATION ORGANIZATION							
10804 - Senior Aides Program 2002/03							
400291 - Senior Aides Administration 06/03	2	\$155,088	0	\$0	0	\$0	
400296 - Senior Aides Program Training Supp	0	\$713,185	0	\$0	0	\$0	
APPROPRIATION TOTAL	2	\$868,273	0	\$0	0	\$0	
11052 - Senior Aides Program							
400292 - Senior Aides Administration 6/04	0	\$0	2	\$155,088	2	\$155,088	
400297 - Senior Aides Training 6/04	0	\$0	0	\$713,185	0	\$713,185	
APPROPRIATION TOTAL	0	\$0	2	\$868,273	2	\$868,273	
ACTIVITY TOTAL	2	\$868,273	2	\$868,273	2	\$868,273	

	2002-03 Redbook	2003-04 Dept Final Request	2003-04 Mayor's Budget Rec	
AC1540 - Senior Aides				
A40000 - Senior Citizens Department				
SALWAGESL - Salary & Wages	92,255	94,317	97,618	
EMPBENESL - Employee Benefi	45,922	54,135	56,472	
PROFSVCSL - Professional/Cont	641,500	641,500	641,500	
OPERSVCSL - Operating Service	1,200	1,000	1,000	
OTHEXPSSL - Other Expenses	87,396	77,321	71,683	
A40000 - Senior Citizens Department	868,273	868,273	868,273	
AC1540 - Senior Aides	868,273	868,273	868,273	
Grand Total	868,273	868,273	868,273	

#### **CONSUMERS ADVOCACY ACTIVITY INFORMATION**

#### ACTIVITY DESCRIPTION: CONSUMERS ADVOCACY

The mission of the Consumers Advocacy section is to provide consumer education and information, plan consumers seminars and programs and alert the public to consumer frauds. Education is conveyed through the publication and distribution of pamphlets, articles and newsletters. Information is disseminated through public speaking, lectures, classes, media announcements and replies to individual questions that come by phone or mail.

#### **GOALS**:

- 1. Enhance consumer safety by prompt responses to complaints.
- 2. Increase output of educational material.
- 3. Expand our information resource library and make it more accessible to the public.

#### MAJOR INITIATIVES:

The Department has expanded information on its web site and placed our complaint form on-line, additional information includes how to file and other consumer links for consumer protection.

#### PLANNING FOR THE FUTURE:

We will continue to expand on relationships formed with the Attorney General's Office, the Better Business Bureau, AARP, and the Federal Trade Commission.

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# **SENIOR CITIZENS (40)**

#### CONSUMERS ADVOCACY MEASURES AND TARGETS

Goals:	2000-01	2001-02	2002-03	2003-04
Measures	Actual	Actual	Projection	Target
Enhance consumer safety by prompt responses to complaints:				
Complaints investigated	900	900	900	900
Dollar savings to consumers	\$350,000	\$350,000	\$350,000	\$350,000
Number of complaints resolved	800	800	800	800
Expand information resources and make them more accessible to the public:				
Pamphlets written and distributed	115,000	105,000	105,000	125,000
Activity Costs	\$130,012	\$167,330	\$182,854	\$209,876

<sup>\* 2000-01</sup> thru 2001-02 Actual Costs and 2002-03 Projection were previously in Consumer Affairs.

## **Senior Citizens Department**

Consumers Advocacy	_	2002-03 Redbook		2003-04 Dept Final Request		2003-04 Mayor's Budget Rec	
Consumers Advocacy	FTE	AMOUNT	FTE	AMOUNT	FTE	<b>AMOUNT</b>	
APPROPRIATION ORGANIZATION							
11057 - Consumers Advocacy							
400500 - Consumers Advocacy	0	\$0	3	\$356,509	3	\$209,876	
APPROPRIATION TOTAL	0	\$0	3	\$356,509	3	\$209,876	
ACTIVITY TOTAL		\$0	3	\$356,509	3	\$209,876	

	2002-03 Redbook	2003-04 Dept Final Request	2003-04 Mayor's Budget Rec	
AC2040 - Consumers Advocacy				
A40000 - Senior Citizens Department				
SALWAGESL - Salary & Wages	0	113,368	117,336	
EMPBENESL - Employee Benefi	0	64,554	68,554	
PROFSVCSL - Professional/Cont	0	40,000	0	
OPERSUPSL - Operating Supplie	0	5,000	200	
OPERSVCSL - Operating Service	0	121,287	23,786	
OTHEXPSSL - Other Expenses	0	12,300	0	
A40000 - Senior Citizens Department	0	356,509	209,876	
AC2040 - Consumers Advocacy	0	356,509	209,876	
Grand Total	0	356,509	209,876	

CITY OF DETROIT

Budget Development for FY 2003 - 2004

Appropriation Summary - Revenues

	2001-02 Actuals	2002-03 Redbook	2003-04 Dept Final Request	2003-04 Adopted Budget	Variance
A40000 - Senior Citizens Department					
11100 - Special Events	•	•	000.000	000 000	000 000
472160 - Gifts	0 <i>0</i>	0 <i>0</i>	200,000	200,000	200,000
11100 - Special Events	U	U	200,000	200,000	200,000
10266 - Information & Referral 2000/01					
521100 - Grant Contributions-Cas	80,923	0	0	0	0
10266 - Information & Referral 2000/01	80,923	0	0	0	0
10555 - Information and Referral 2001/02					
521100 - Grant Contributions-Cas	60,369	0	0	0	0
10555 - Information and Referral 2001/	60,369	0	0	0	0
10805 - Information & Assistance 2002/03	3				
432330 - Grants-Other	0	160,000	0	0	(160,000)
10805 - Information & Assistance 2002	0	160,000	0	0	(160,000)
11054 - Information & Assistance 2003/04	1	•			
432330 - Grants-Other	<i>†</i> 0	0	170,000	170,000	170,000
11054 - Information & Assistance 2003	0	0	170,000	170,000	170,000
	O	Ü	170,000	170,000	170,000
10265 - Senior Aides Program 2000/01				_	
432330 - Grants-Other	124,314	0	0	0	0
10265 - Senior Aides Program 2000/01	124,314	0	0	0	0
10556 - Senior Aides Program - 2001/02					
432330 - Grants-Other	706,431	0	0	0	0
521100 - Grant Contributions-Cas	155,104	0	0	0	0
10556 - Senior Aides Program - 2001/C	861,535	0	0	0	0
10804 - Senior Aides Program 2002/03					
432330 - Grants-Other	0	713,185	0	0	(713,185)
521100 - Grant Contributions-Cas	0	155,088	0	0	(155,088)
10804 - Senior Aides Program 2002/03	0	868,273	0	0	(868,273)
11052 - Senior Aides Program					
432330 - Grants-Other	0	0	713,185	713,185	713,185
521100 - Grant Contributions-Cas	0	0	155,088	155,088	155,088
11052 - Senior Aides Program	0	0	868,273	868,273	868,273
A40000 - Senior Citizens Department	1,127,141	1,028,273	1,238,273	1,238,273	210,000
Grand Total	1,127,141	1,028,273	1,238,273	1,238,273	210,000

# CITY OF DETROIT MAYOR'S 2003/2004 RECOMMENDED BUDGET

# **Senior Citizens Department**

Appropriation Organization Classification	REDBOOK FY 2002 2003 FTE	DEPT REQUEST FY 2003 2004 FTE	MAYORS FY 2003 2004 FTE
00145 - Senior Citizens Advocacy 400010 - Senior Citizens Advocacy			
Director - Senior Citizens	1	1	1
Deputy Director - Sr Citizens	1	1	1
Administrative Specialist I	1	1	1
Sr Soc Plan and Dev Splst	1	0	1
Executive Secretary I	1	1	1
Principal Clerk	1	1	1
Office Assistant II	1	1	1
Sr Governmental Analyst	0	1	0
Executive Secretary II	0	1	0
Admin Asst GD III	0	1	0
Total Senior Citizens Advocacy	7	9	7
Total Senior Citizens Advocacy	7	9	7
10804 - Senior Aides Program 2002/03 400291 - Senior Aides Administration 06/03			
Prin Soc Plan and Dev Splst	1	0	0
Sr Soc Plan and Dev Splst	1	0	0
Total Senior Aides Administration 06/03	2	0	0
Total Senior Aides Program 2002/03	2	0	0
10805 - Information & Assistance 2002/03 400277 - Information & Assistance 10/02-03			
Admin Asst GD III	1	0	0
Community Services Assistant	1	0	0
Total Information & Assistance 10/02-03	2	0	0
Total Information & Assistance 2002/03 11052 - Senior Aides Program 400292 - Senior Aides Administration 6/04	2	0	0
Sr Soc Plan and Dev Splst	0	1	1

# CITY OF DETROIT MAYOR'S 2003/2004 RECOMMENDED BUDGET

# **Senior Citizens Department**

Appropriation	REDBOOK FY	DEPT REQUEST	MAYORS FY	
Organization	2002 2003 FTE	FY 2003 2004 FTE	2003 2004 FTE	
Classification				
11052 - Senior Aides Program				
400292 - Senior Aides Administration 6/04				
Prin Soc Plan and Dev Splst	0	1	1	
<b>Total Senior Aides Administration 6/04</b>	0	2	2	
Total Senior Aides Program	0	2	2	
11054 - Information & Assistance 2003/04				
400278 - Information and Assistance 10/03-9				
Community Services Assistant	0	1	1	
Sr Soc Plan and Dev Splst	0	1	0	
Admin Asst GD III	0	0	1	
Total Information and Assistance 10/03-9/04	0	2	2	
Total Information & Assistance 2003/04	0	2	2	
11057 - Consumers Advocacy				
400500 - Consumers Advocacy				
Prin Soc Plan and Dev Splst	0	1	1	
Consumer Complaint Investigato	0	1	1	
Office Assistant III	0	1	1	
Total Consumers Advocacy	0	3	3	
Total Consumers Advocacy	0	3	3	
Agency Total	11	16	14	